

Market Code Schedule 12

Code Subsidiary Document No. 0104

Maintain SPID Data  
(Part 1 – SPID Level Data)

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## Change History

Version Number	Date of Issue	Reason For Change	Change Control Reference	Sections Affected
1.1	31/8/2007	Remove TE references and point to CSD0206	Pre Market	Throughout
1.1	31/8/2007	Revisions to align with CSD0205 transition and non-standard arrangements	Pre Market	Section 7
1.2	17/08/2009	Re-assessed Charges	MCCP035-CC	New Section 7; Old Section 7 becomes Section 8 Other changes related to Pseudo Meters
1.3	29/03/2010	Changes to implement RF Changes to burst allowances	MCCP046-CC MCCP039	Section 8
1.4	28/06/10	Customer Names on Database X, Y Co-ordinates	MCCP041-CC MCCP048-CC	Sections 4.1.1, 4.3, 5.1.1, 5.3, 7.4.1, 7.4.3, 9.1.1 and 9.3.
1.5	27/09/2010	T016 Unmeasurable Fix Remove T031 Txn Updating Effective/ Connection Dates T015 SS Supply Point Effective Date  T004.1 Transfer Information	MCCP055 MCCP057  MCCP063 MCCP062  MCCP056	Section 10.1 Sections 5.1, 6.1, 7.1, 7.2, 7.4, 7.5  Sections 3.2, 5.1, 7.4.1 and 7.5.3 Sections 3.2, 7.3.4  Sections 4.1, 5.1
1.6	25/03/2011	Data loggers  GIS Coordinates Flow  T016 Effective Date and Sewerage Services Supply Point Update March Release Document Update	MCCP070  MCCP071  MCCP072, MCCP075 MCCP075	Sections 4.1.1, 5.1.1, 7.4.1, 7.5.3, 9.1 Sections 4.1.1, 5.1.1, 7.4.1, 7.5.3, 9.1 Sections 5.1, 7.1, 7.2.1, 9.1 Section 4.1.1
1.7	11/11/11	Introduction of T033.0, T033.1	MCCP081-CC	Sections 3.2, 4.1, 5.1, 7.4, 7.5, 9.1
1.8	30/03/2012	Introduction of Deregistration Introduction of the T012.2 Clarification on Occupied Premises	MCCP052 MCCP079 MCCP051 MCCP094 MCCP097	Sections 3.2 Sections 7.3.3.1, 7.3.3.2, 7.3.3.3, 9.1.1, 9.2, and 9.3 Section 10.1.1
2.0	12/04/2013	Trade Effluent Accredited Entities	MCCP095, MCCP111	Sections 3, 4, 5, 7 & 9.
3.0	27/09/13	Change of ownership for updates to Meter Location, SEES and Drainage SEs and removal of TI Flags	MCCP104 MCCP105 MCCP123	Sections 4.1.1, 5.1.1, 7 and 9.1.1

Version Number	Date of Issue	Reason For Change	Change Control Reference	Sections Affected
4.0	2014-03-21	Meter Networks and TE	MCCP128 MCCP129	Sections 3.5, 3.7, 3.8, 3.10, 5.1, 6.1, 6.3, 7.4, 7.5, 8 and new sections 9 and 10.
5.0	2015-03-31	SGES Changes Linking Supply Points with third Party References	MCCP161- CC MCCP127	Section 11
6.0	2015-09-24	Minor Corrections	MCCP172	Sections 8.1 and 11.3
7.0	2016-02-17	Definition of Vacancy	MCCP191	Section 7
8.0	2016-09-30	Definition of Vacancy	MCCP198	Sections 7 and 12
9.0	2017-03-16	Live RVs	MCCP201	Section 11
10.0	2017-04-03	Exemption Scheme Application Process	MCCP210	Section 11
11.0	2018-01-26	Split into 2 parts SW Criteria for Live RV Updates	MCCP215 MCCP222- CC	All Section 5.6
12.0	2018-04-04	Addition of PPDISC and TTRAN	MCCP227 – CC	Sections 1, 2 and 5
13.0	2018-04-05	Amended Criteria for Live RV Data Updates	MCCP231- CC	Section 6
14.0	2019-10-24	Fixed Typo in Visio Diagram Transaction name changes	MCCP242	Sections 4.3, 4.4  Various
15.0	2020-03-26	Introduction of backdated PDISC/DEREG WSoC Changes	MCCP185  MCCP247- CC	Section 3  Section 6
16.0	2020-05-14	Wholesale Charge Deferral Scheme	MCCP251- CC	Section 2 Section 6
17.0	2020-07-06	Wholesale Charge Deferral Scheme	MCCP254- CC	Section 2
18.0	2020-12-02	TTRAN SPIDs	MCCP256	Sections 1, 2 and 4
19.0	2021-04-16	Minor correction for consistency with CSD0201 and inclusion of the T012.9	MCCP250	Section 4.2  Section 6.7
20.0	2021-09-23	Transaction Name Changes Updates to T012 Updates to PPDISC Redundant Charge Components Updates for WCDS I and ii	MCCP262  MCCP261 MCCP260 MCCP263 MCCP268- CC	Various
21.0	2022-03-24	SPID Address ownership – T012.0s Multiple UPRNs	MCCP224  MCCP269 MCCP272	Sections 5.2 and 6.7  Section 6.4 Section 5.2
22.0	2023-03-23	Removal of references to Rateable Value Alter the trigger for deregistration performance measure	MCCP288  MCCP293	Section 5.1.1

Version Number	Date of Issue	Reason For Change	Change Control Reference	Sections Affected
23.0	2024-03-21	Introduction of SAA Class and SAA Core Description	MCCP295	Section 6.4
24.0	2024-09-19	Removal of redundant references to Wholesale Charge Deferral Scheme	MCCP296	Section 2 Section 6.2 and 6.5
25.0	2025-03-20	Customer name updates during TDISC Future-dated Transactions	MCCP305 MCCP303	Section 6.3 Section 6.6

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# 1. Purpose and Scope

The SPID Data held in the Central Systems should accurately reflect the circumstances at each Supply Point. Accordingly, under Section 5.5.1 of the Market Code, Data Owners have a duty to maintain and keep the SPID Data up to date.

This CSD covers data changes to Supply Points that are Tradable (or Reconnected), or Temporarily Disconnected and the creation of Pseudo Water Service Supply Points (for the purposes of enabling the application of re-assessed charges at a Sewerage Services Supply Point). This CSD excludes changes to data associated with Supply Points that have a status of New or Partial, which are dealt with under CSD0101 and those that have a status of Rejected, Permanently Disconnected or Deregistered, which are dealt with under CSD0105. This CSD also excludes any data submissions for meter reads and Supply Pointy transfers.

The obligation on Data Owners to submit a SPID data update will be triggered by certain key events, or on becoming aware of any need to correct existing data within timescales identified within this CSD where such data is subject to Error Rectification as defined in CSD0301.

Corrections to data where such data is subject to Error Rectification outside timescales identified in this CSD, or where such data is subject to Retrospective Amendment, should be dealt with via CSD0105.

For those data updates within the scope of this CSD, Data Owners should follow the processes identified in this CSD. Specifically, there are processes in this CSD for two broad scenarios.

CSD 0104 Part 1 covers data changes relating to the Supply Point generally. This includes:

- Changes to the status of a Supply Point;
  - From being Tradable to Temporarily Disconnected,
  - From being Tradable or Temporarily Disconnected to being Pending Permanently Disconnected
  - From being Temporarily Disconnected to being Permanently Disconnected,
  - From being Temporarily Disconnected to being Re-connected,
  - From being Pending Permanently Disconnected to being Permanently Disconnected, Deregistered or Tradable, or
  - From being Tradable, Re-connected or Temporarily Disconnected to being Deregistered.
  - From being Tradable or Re-connected to being Temporarily Transferred.
  - From being Temporarily Transferred to being Tradable or Permanently Disconnected.

- Establishing a Pseudo Water Services Supply Point
  - Adding a water supply at a Pseudo Water Services Supply Point
- Changes to the Data at a Supply Point;
  - Changes to the Unmeasurable Status
  - Updates to Vacancy status
  - Updates to the Customer Name
  - Updates to the SAA Reference and UPRN data
  - Updates to the Service Elements
  - Updates to any special arrangements
  - Updates to the Supply Point Address and other non-chargeable data.

CSD 0104 Part 2 covers data changes relating to metering arrangements at a Supply Point.



## 2. Maintain SPID Level Data - Overview

The following changes of status of a Supply Point may occur:

### **Disconnections, Reconnection and De-registrations**

The processes described in this CSD allow for a Supply Point to be Temporarily Disconnected, or Pending Permanently Disconnected and subsequently either Reconnected, or Permanently Disconnected. A Supply Point may also be Deregistered. Each of these processes, which for the purposes of this CSD are described as changes of status of a Supply Point, are described in further detail below and specific processes are given in Section 3. In addition, other updates to a Supply Point may also be made pursuant to this CSD and the processes for these changes, described as changes to parameters, are given in Section 3.

A Temporary or Permanent Disconnection of a Supply Point(s) is undertaken pursuant to the Disconnections document. Permanent Disconnection is undertaken where a Supply Point(s) will not be Reconnected and the connection is removed.

If a Supply Point is Permanently Disconnected, all Services will cease at that Supply Point in the Central Systems, no further Transfers will be allowed and that Supply Point may not be used again in the Central Systems. Future connection of that Supply Point will be managed under CSD0101 (Registration: New Connections and New Supply Points). In this event, new Supply Points will be required for the Water Services Supply Point and/or the Sewerage Services Supply Point.

If a Supply Point is given a status of Pending Permanent Disconnection, meter based and volumetric charges will be set to zero at that Supply Point, No Transfers will be allowed, the Supply Point must be vacant and the Supply Point will subsequently be Permanently Disconnected, Deregistered, or Reconnected.

A Deregistration is undertaken pursuant to the Operational Code. Deregistration is undertaken where the Supply Point(s) is no longer required in the Central Systems, i.e. where an Exit Change of Use at a Supply Point means that the premises no longer qualify as Eligible Premises, or where the registration is found not to uniquely relate to an Eligible Premises. If a Supply Point is Deregistered, all Services will cease at that Supply Point in the Central Systems, no further Transfers will be allowed and that Supply Point may not be used again in the Central Systems. The processes in this CSD set out the required actions in relation to the Market Code.

A Supply Point(s) that has been Disconnected or Deregistered, will not be permitted to Transfer i) in the case of a Temporary Disconnection unless it is reconnected; and ii) in the case of a Permanent Disconnection or Deregistration, no Transfers will be allowed at that Supply Point.

Where one or more Service Elements or other parameters at a Supply Point are discontinued, or updated and one or more Service Elements remain in place at that Supply Point, this will not be treated as a Temporary or Permanent Disconnection, or Deregistration and such information shall be notified in accordance with Section 3 of this CSD, or CSD0206 (Trade Effluent Processes).

Where a Trade Effluent meter, or Re-assessed charges, become applicable to a Sewerage Services Supply Point with no associated Water Services Supply Point, a Pseudo Water Services Supply Point should be established. If water services are established at a Pseudo Water Services Supply Point, the Pseudo Water Services Supply Point should be converted into a Water Services Supply Point. These processes are covered in Section 3.

### **Temporary Transfers**

Scottish Water may change a Supply Point from being Tradable, Re-connected, or Pending Permanent Disconnection to being Temporarily Transferred, pursuant to the Temporary Transfer Document. A Temporarily Transferred Supply Point must be vacant, may not be transferred to a Licensed Provider and Scottish Water will be responsible for the Supply Point and for maintaining the Supply Point data. If Scottish Water terminate the Temporary Transfer, the status of a Supply Point will become Re-connected and will be allocated to a Licensed Provider, or will become Permanently Disconnected or Deregistered.

### **A Pseudo Water Services Supply Point may be established**

Scottish Water would establish a Pseudo Water Services Supply Point where a Sewage Services only Supply Point is either to be subject to Re-assessed charges and requires a Pseudo Meter to be established, or where a Private Water or effluent meter is installed. A Pseudo Water Services Supply Point is identified as such by setting the D2003 Data Item value to 100% and including a reference in the D5001 Free Descriptor field to 'PSEUDO WATER SPID'.

### **A water supply may be established at premises with a Pseudo Water Supply Point.**

Scottish Water should convert the Pseudo Water Supply Point into a Water Supply Point by changing the D2003 Data Item value from 100% to 0%, using the T029.1 (Submit SPID Special Arrangements) Data Transaction. In addition, the Water Services Licensed Provider shall send Data Transaction T012.0 (Submit SPID Data) to update the SPID Address to amend the reference to a PSEUDO WATER SPID in the D5001 Free Descriptor field. The information notified shall include all relevant address information as applicable to the Supply Point and the D5001 information shall note 'CONVERTED PSEUDO WS SPID'. Any change to the metering arrangements at the Supply Point, such as a change from a Pseudo Meter to a Meter, should be progressed in accordance with CSD0104 Part 2.

The following changes of SPID data may occur:

### **Schedule 3 Agreements**

Changes to the Schedule 3 Agreement data item should be progressed in accordance with Section 5.

### **Supply Point Declared Unmeasurable**

This may be required for legacy sites where, after assessment, it is determined that installing a meter will not be feasible. Please refer to the Operational Code for further details. Changes to a Supply Point's unmeasurable status should be progressed, in accordance with Section 5.

### **Vacancy status may change.**

The following text provides clarification of what constitutes a Vacant Premises and an Occupied Premises. The examples provided may not be exhaustive.

An Occupied Premises includes;

- (i) One which is in use; this includes,
  - a. Use as a place of work such as a factory, workshop, shop, office, exhibition or catering establishment;
  - b. Use for the storage of goods, such as a store or warehouse
  - c. Use for plant and machinery, such as a property used by a utility or for other process control; and
  - d. Use by animals.
- (ii) Premises which may not be manned and are therefore visited from time to time.
- (iii) Premises which are not manned throughout the year and contain equipment or furniture for the business purpose. Typically, this will include properties used for purposes which are seasonal in nature, for example holiday, student, hostel, hotel and other accommodation, caravan parks, or other seasonal activities such as catering or entertainment, where the property is used from time to time and has furniture and fittings such that they will be used for the activity.
- (iv) Premises which are used, for example car parks, bowling greens, cemeteries, metered troughs or public conveniences.
- (v) A part-occupied or part-used premises is considered as occupied. This will include large sites where a section, building or floor may be vacant or unused but the rest of the premises is occupied or in use.

- (vi) Premises which are in use and maintained by a concierge ready for letting are considered to be occupied.
- (vii) Existing connected premises which are being renovated, refurbished, converted or fitted-out are considered to be occupied as the property is in use. In these circumstances water and sewerage charges will apply but unmeasured building water charges will not apply.
- (viii) Premises which supply a second property under a local arrangement, and the first property, i.e. the one registered in the market, is vacant but the second premises is in use, then the premises registered in the market is also considered to be occupied.

A premises is considered to be a Vacant Premises if all the following criteria at points (i) – (iv) below are met:

- (i) There is no physical occupation by any person, for any purpose;
- (ii) The premise is not open or available to the public or visitors;
- (iii) There is no stock left in the premises;\*
- (iv) There are no moveable items left on the premises such as furniture, equipment tools or moveable equipment or machinery, (fixtures and fittings are not considered to be moveable).\*

\*Except where these items have been abandoned by a former tenant and the premises is not in use.

A property that is prohibited by law from being occupied, for example an unsafe property, is considered to be a Vacant Premises.

In the event that circumstances at a Supply Point affect the Vacant Status, the Licensed Provider shall notify the CMA using Data Transaction T012.10 (Submit SPID Variable Data.

### **The Customer Name at a Supply Point may change.**

The Customer Name must start with a letter or a number and must be a minimum of one character and cannot contain any control characters e.g. carriage returns, line feeds etc.

The Customer Name that is provided should in all cases be the party contracting with the LP at the Supply Point i.e. the customer or developer at the Supply Point. Where the Supply Point has a Related Water Supply Point, the Customer Name notified at the Water Services Supply Point will also be used for the associated Sewerage Services Supply Point.

Where a Water Services Supply Point is associated with an existing Sewerage Services Supply Point the Customer Name from the Sewerage Services Supply Point will be applied at the point of association.

If a Supply point becomes Vacant, the Customer Name should be updated by the Water Supply Point Licensed Provider (except in the case of a Supply Point where there is no associated Water Supply Point, where the update should be undertaken by the Sewerage Supply Point LP).

In the event of a change of Customer Name (i.e. tenancy) without a period of vacancy, the Licensed Provider shall have due consideration of any charging arrangements (including but not limited to Re-assessed Charges, Exemption or non-standard allowances such as Return to Sewer Allowance) in place at the Supply Point and should contact Scottish Water if necessary. Any consequent adjustment to charging arrangements should be handled in accordance with this CSD and Scottish Water shall ensure that the effective date of the revised information would equate to the date the application under the Wholesale Charges Scheme was made.

### **Special arrangements and/or Exemptions at a Supply Point may change**

The process for such changes is given in Section 5.

### **SAA References and/or UPRNs may change**

The process for such changes is given in Section 5.

### **Service Element details may change**

The process for such changes is given in Section 5.

### **A Supply Point may require updates to its miscellaneous data**

The process for such changes is given in Section 5.

## 3. SPID Status Change

### 3.1 Process Description

This description should be read in conjunction with the Process Diagram in Section 3.4 and the Interface and Timetable Requirements in Section 3.5. The 'step' and 'decision' references appear to the bottom left of each step or decision symbol in the Process Diagram.

The following changes of SPID status may occur (excluding the establishment of a Pseudo Water Services Supply Point and the provision of a water supply at a Pseudo Water Services Supply Point, which are described in section 5):

- A Water Services SPID, or a Water Services SPID and its associated Sewerage Services SPID that is/are Tradable or Reconnected may be Temporarily Disconnected.
- A Water Services SPID, or a Water Services SPID and its associated Sewerage Services SPID that is/are Temporarily Disconnected may be Reconnected or Permanently Disconnected.
- A Water Services SPID or a Sewerage Services SPID that is Pending Permanent Disconnection may be Permanently Disconnected, Deregistered or Reconnected.
- A Water Services SPID or a Sewerage Services SPID that is Tradable may be Pending Permanent Disconnection, Permanently Disconnected, or Deregistered.
- A Water Services SPID, or a Sewerage Services SPID, that has one T17 Meter Chain for which an I Read has been successfully submitted and possibly other active Service Elements continuously from the date when a Permanent Disconnection or Deregistration is required may be Permanently Disconnected or Deregistered via the process steps given in Section 3.3.
- A Water Services SPID or a Sewerage Services SPID that is/are Tradable, Reconnected, or Temporarily Disconnected may be Deregistered.
- For the avoidance of doubt, Pseudo Water Services Supply Points cannot be Temporarily Disconnected as such a Supply Point only exists to support Sewerage Services and a Temporary Disconnection cannot be made to Sewerage Services.

### 3.2 Process Steps (General SPID Status Change)

#### **Step a: Update CMA with Change of Status: [T015.0, T005.0]**

Within 2 Business Days of completing the investigations and consultations that identify the need for a change of SPID Status of a Supply Point, or 5 Business Days for a change to Permanently

Disconnected, Scottish Water will notify the CMA of such change, using Data Transaction T015.0 (Submit SPID Status).

At the same time, Scottish Water will provide a Meter Read(s) taken at the effective date of the change of SPID Status, using Data Transaction T005.0 (Submit Meter Read (SW)), unless otherwise stated below. The Read Type used in the T005.0 will depend on the SPID Status change and on any associated change to the meter.

- For a Temporary Disconnection, or Pending Permanent Disconnection, if the meter(s) remain in situ during the period of Temporary Disconnection, Scottish Water shall notify a Temporary Disconnection Read(s). In the event of removal, Scottish Water should follow the Removal of Meter process (CSD0104 Part 2) and notify a Final Read(s). If the Temporary Disconnection gives effect to a discontinuation of Trade Effluent Services, Scottish Water shall complete such a discontinuation, in accordance with CSD0206, before sending the T015.0 (Submit SPID Status) and T005.0 (Submit Meter Read (SW)).
- For a Temporary Disconnection where the Water Services Supply Point has an associated Pseudo Meter. Scottish Water shall not submit a T005.0 (Submit Meter Read (SW)). The Licensed Provider(s) shall note that a Temporary Disconnection Read will not be provided by Scottish Water and the volumetric calculations by the CMA will be based on the YVE as provided by Scottish Water in the T004.3 (Request Pseudo Meter).
- For a Reconnection, if the meter(s) was removed during the period of Temporary Disconnection, a new meter will be installed and Scottish Water will notify the new meter(s) details and Initial Read(s) using the Addition of Meter process (CSD0104 Part 2).
- For a Permanent Disconnection, or Deregistration, Scottish Water shall notify a Final Read(s). Should the meter to which the Final Read applies be part of an existing Meter Network, Scottish Water will ensure that the Meter Network is terminated prior to sending the final read, as described in CSD0104 Part 2. If the Permanent Disconnection, or Deregistration, is in respect of a Supply Point with Trade Effluent Services, Scottish Water shall complete a termination of Trade Effluent Services in accordance with CSD0206, before sending the T015.0 (Submit SPID Status) and T005.0 (Submit Meter Read (SW)).

For a Temporary Disconnection or Reconnection, within 2 Business days of the change of SPID Status of a Water Services Supply Point which is associated with a Sewerage Services Supply Point, Scottish Water will notify the CMA of the change of SPID Status of the Sewerage Services Supply Point using Data Transaction T015.0 (Submit SPID Status). It is recognised

that a Temporary Disconnection of a Sewerage Services Supply Point is a logical disconnection only. For a Pending Permanent Disconnection, Permanent Disconnection or Deregistration;

- If the change of SPID Status is in respect of a Water Services Supply Point and the associated Sewerage Services Supply Point, Scottish Water must notify any Permanent Disconnection at each of the Supply Point(s) at the same time.
- Once a Supply Point is Permanently Disconnected, or Deregistered, it cannot be given any new status other than the effective date of such Permanent Disconnection, or Deregistration, as the case may be being amended to be at some earlier date via the T015.2 (Back-dated Dereg/PDISC), as described in Section 3.3, and cannot be made Tradable and used in the Central Systems.
- If the change of status is in respect of a Water Services Supply Point where the associated Sewerage Services Supply Point is to remain connected, Scottish Water must notify the CMA of the revised Service Elements at the Sewerage Services Supply Point, using the Data Transactions as appropriate for the SPID Data that is to be modified (see CSD0301 (Data Transaction Catalogue) for details).
- If the change of SPID Status is in respect of a Sewerage Services Supply Point associated to a Water Services Supply Point which is to remain connected, Scottish Water must send notification of the change of status in respect of the Sewerage Services Supply Point only.
- A Pending Permanent Disconnection can only be made for a vacant Water Services SPID (or a vacant Sewerage Services SPID).

#### **Step b: Update Central Systems**

The CMA will update the Central Systems with the change of status.

#### **Step c: CMA confirms Change of Status & Meter Read [T015.1, T005.2]**

Within 1 Business Day of receipt by the CMA of the T015.0 (Submit SPID Status), the CMA will notify the Licensed Provider(s) Registered for the Supply Point(s) of the status change, using Data Transaction T015.1 (Notify SPID Status) and the associated Read using Data Transaction T005.2 (Notify Meter Read (LP)).

In the event that a Final Read(s) is notified in the T005.2, the Licensed Provider(s) should take due note of the removal of the meter(s). The CMA will also acknowledge the receipt of the transaction T015.0 from Scottish Water within 1 Business Day by returning the data transaction T009.1 (Notify Error/Acceptance (SW)).

In the event that Scottish Water notified the installation of a new meter, at step a above, the CMA will inform the Licensed Provider(s) of this using Data Transaction T004.1 (Notify Meter Details)



In the event that Scottish Water notified a discontinuation of Trade Effluent Services, or a discontinuation of a Meter Network, at step a above, the CMA will inform the Licensed Provider(s) of this in accordance with CSD0206, or CSD0104 Part 2, as appropriate.

#### **Step d: No Transfers allowed during the period of Temporary Disconnection/Pending Permanent Disconnection**

The CMA will reject Transfers Registration Applications at the Supply Point while it is Temporarily Disconnected or Pending Permanent Disconnection. The CMA will no longer reject Transfer Registration Applications at the Supply Point from the date of a reconnection.

### **3.3 Process Steps (PDISC/Dereg that overwrites an active Meter)**

The following steps are not described in Section 3.4 or Section 3.5.

#### **Step a: Update CMA with PDISC or DEREG: [T015.2]**

Within 2 Business Days of confirming with the Licensed Provider(s) that a Permanent Disconnection or Deregistration of a Supply Point that has one T17 Meter Chain for which an I Read has successfully been submitted associated to it, or to an associated Supply Point, continuously from the time of the Permanent Disconnection or Deregistration (and no more than one such T17 Meter Chain at any time thereafter), Scottish Water will notify the CMA of such change, using Data Transaction T015.2 (Back-dated Dereg/PDISC). The T015.2 (Back-dated Dereg/PDISC) must also include the agreement of the Licensed Provider(s) and a Meter Read to apply at the time of the Deregistration or PDISC and any such read shall be a Dereg Read (i.e. a Read Type of 'D'), in accordance with CSD0202 (Meter Read Submissions).

- Should the meter to which the Dereg Read applies be part of a Meter Network, at any time on or after the effective date from which the PDISC or Dereg is to apply, Scottish Water will ensure that the Meter Network is terminated prior to that date, as described in CSD0104 Part 2 before sending the T015.2 (Back-dated Dereg/PDISC).
- If the SPID is referenced by any other SPID as being an MT SPID at any time on or after the effective date from which the PDISC or Dereg is to apply, Scottish Water will ensure that the MT SPID reference is removed prior to that date.
- If the Permanent Disconnection, or Deregistration, is in respect of a Supply Point that has or had any Trade Effluent Services at any time on or after the effective date from which the PDISC or Dereg is to apply, Scottish Water shall terminate these Trade Effluent Services prior to that date, in accordance with CSD0206, before sending the T015.2 (Back-dated Dereg/PDISC).
- If the Permanent Disconnection is in respect of a Water Services Supply Point and the associated Sewerage Services Supply Point, Scottish Water must notify the Permanent Disconnection at each of the Supply Point(s) at the same time.

- If the PDISC or Dereg is in respect of a Water Services Supply Point where the associated Sewerage Services Supply Point is to remain connected, Scottish Water must notify the CMA of the revised Service Elements at the Sewerage Services Supply Point, using the Data Transactions as appropriate for the SPID Data that is to be modified (see CSD0301 (Data Transaction Catalogue) for details).
- If the PDISC or Dereg is in respect of a Sewerage Services Supply Point associated to a Water Services Supply Point which is to remain connected, Scottish Water must send notification of the PDISC or Dereg in respect of the Sewerage Services Supply Point only.
- Once a Supply Point is Permanently Disconnected, or Deregistered, it cannot be given any new status and cannot be made Tradable and used in the Central Systems.

### **Step b: Update Central Systems**

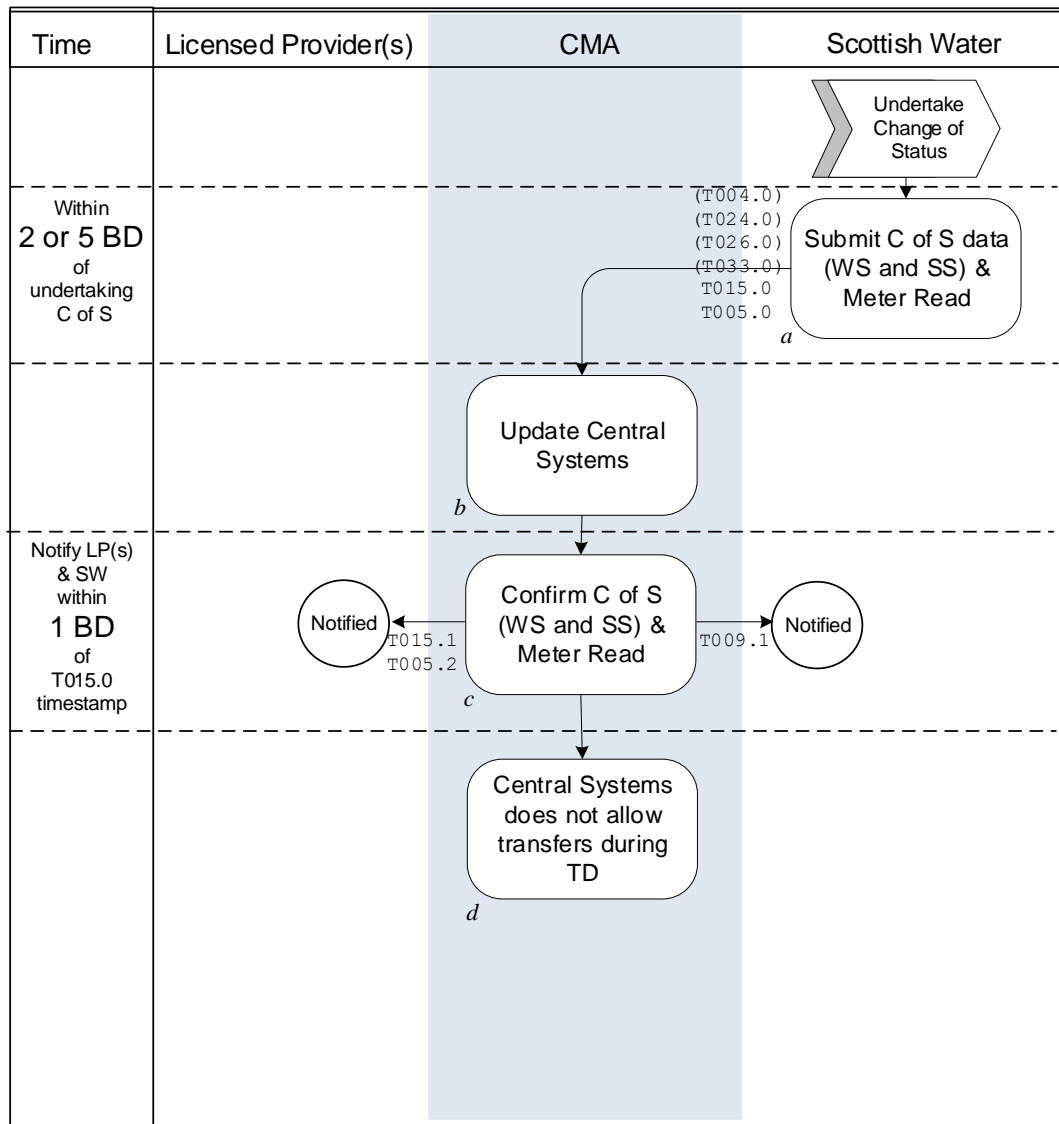
The CMA will update the Central Systems with the PDISC or Dereg and with the Dereg Meter Read and such Meter Read will thereafter be treated as an F Read for that Meter, with a Meter Read Date of the effective date from which the Dereg or PDISC is to apply. The Meter and any Service Elements applying at the Supply Point will become de-activated as of the effective from date of the Deregistration or PDISC.

### **Step c: CMA confirms PDISC or Dereg & Meter Read [T015.3]**

Within 1 Business Day of receipt by the CMA of the T015.2 (Back-dated Dereg/PDISC), the CMA will notify the Licensed Provider(s) Registered for the Supply Point(s) at any time on or after the effective date for that PDISC or Dereg, using Data Transaction T015.3 (Notify Back-dated SPID Status).

The CMA will also acknowledge the receipt of Data Transaction T015.2 (Back-dated Dereg/PDISC) from Scottish Water within 1 Business Day by returning the data transaction T009.1.

### 3.4 Process Diagram



### 3.5 Interface and Timetable Requirements

step ID	Action/ Decision	Process Step	From	To	Time parameter	Comments	Market Code Ref	Clause	Data Transaction ID
a	S	Notify CMA of Change of SPID Status & Meter Read	SW	CMA	Within 2BD of Change of Status	T015.0 may follow pre-requisite action, such as meter removal, addition of a meter, discontinuation of a Meter Network or discontinuation of Trade Effluent Services. T005.0 with Read Type of Temporary Disconnection or Final if meter removed. No T005.0 is required, if the WS SPID has a Pseudo Meter. For a Pending Permanent Disconnection, the SPID must be vacant.	5.7.2		(T004.0) (T024.0) (T026.0) T015.0 T005.0
b	S	Update Central Systems.	CMA	internal			5.7.2		
c	S	Acknowledge receipt of Change of SPID Status.	CMA	SW	1BD of Step a		5.7.2		T009.1
c	S	Notify Change of SPID Status to LP(s)	CMA	LP	1BD of Step a	If T015.0 accepted at step a, notify LP. May also involve notification of pre-requisite actions.	5.7.2		(T004.0) (T024.0) (T026.0) T015.0 T005.2

step ID	Action/ Decision	Process Step	From	To	Time parameter	Comments	Market Code Ref	Clause	Data Transaction ID
d	S	No Transfers Accepted while Supply Point is Temporarily Disconnected, or Pending Permanent disconnection.	CMA	internal			5.7.2		
	D	If Permanent Disconnection, or Deregistration, cease Supply Point in Central Systems and Wholesale Charges from effective date of Permanent Disconnection, or Deregistration. No further Transfers allowed.	CMA	internal		The Supply Point cannot be used again in the Central Systems and any reinstatement of a Supply Point is handled under CSD0101 (Registration: New Connections and New Supply Points)	5.7.2		

## 4. Temporary Transfers

### 4.1 Process Description

This description should be read in conjunction with the Process Diagram in Section 4.3 and the Interface and Timetable Requirements in Section 4.4. The 'step' and 'decision' references appear to the bottom left of each step or decision symbol in the Process Diagram.

The following changes of SPID status may occur:

- A Water Services SPID, or a Sewerage Services SPID that is Tradable may be Temporarily Transferred.
- A Water Services SPID, or a Sewerage Services SPID that is Temporarily Transferred and with a prior status of Tradable may be Re-connected, Permanently Disconnected or Deregistered.
- A Water Services SPID and any associated Sewerage Services SPID that is Pending Permanent Disconnection may be Temporarily Transferred.
- A Water Services SPID and any associated Sewerage Services SPID that is Temporarily Transferred and with a prior status of Pending Permanent Disconnection may be Re-connected, Permanently Disconnected or Deregistered.

### 4.2 Process Steps

#### **Step a: Update CMA with Change of Status: [T015.0, T005.0]**

Within 2 Business Days of undertaking a change of status of a Supply Point, Scottish Water will notify the CMA of such change, using Data Transaction T015.0 (Submit SPID Status).

Within timescales identified for an Incoming LP in CSD0102, Scottish Water will provide a Transfer Meter Read(s) taken at the time of undertaking the change of status, using Data Transaction T005.0 (Submit Meter Read (SW)), unless the following conditions apply, in which case, Scottish Water will submit an Estimated Transfer Read to the CMA, which shall be derived from the estimated advance approach identified in CSD0207:

- A different meter is found onsite to that registered at the CMA, or the meter is inaccessible, or cannot be read (fogged glass etc), or no meter can be found on site but a meter is registered with the CMA, or there is no access to the premises/site,
- The Incoming Licensed Provider has initiated remedial action, such as submitting an appropriate form to Scottish Water, in accordance with the Operations Code,

If the Transfer is related to a Supply Point that is Unmeasurable or has a Pseudo Meter<sup>1</sup>, then a Transfer Read will not be required. The CMA will calculate the end and start points for the allocation of Wholesale Charges in accordance with CSD 0205 (Charge Calculation, Allocation & Aggregation).

For a change of status to Temporary Transfer, the Supply Point (and if the prior status of the Supply Point was Pending Permanent Disconnection any associated Supply Points) must be vacant.

For a change of status from Temporary Transfer, Scottish Water must include the Licensed Provider to whom the Supply Point will be transferred in the T015.0, if such a Licensed Provider has been identified, in accordance with the Temporary Transfer Document.

For a change of status to or from Temporary Transfer, if the prior status of the Supply Point was Pending Permanent Disconnection the change of status will automatically apply to any associated Sewerage Services Supply Point.

### **Step b: Allocation to a Licensed Provider (For changes from Temporary Transfer only)**

Within 1 Business Day of a change from Temporary Transfer to Reconnected, if Scottish Water has not identified a Licensed Provider in the T015.0, the CMA shall allocate the Supply Point and if the prior status of the Supply Point was Pending Permanent Disconnection any associated Supply Points to a Licensed Provider in accordance with the Gap Site Allocation Process.

### **Step c: Update Central Systems**

The CMA will update the Central Systems with the change of status.

### **Step d: CMA confirms Change of Status & Meter Read [T015.1, T005.2]**

Within 1 Business Day of receipt by the CMA of the T015.0 (Submit SPID Status), the CMA will notify the Outgoing Licensed Provider(s) (for a change to Temporary Transfer, or the Incoming

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<sup>1</sup> See CSD0104 (Maintain SPID Data) Part 2

Licensed Provider(s) (for a change from Temporary Transfer to Reconnected) Registered for the Supply Point(s) of the status change, using Data Transaction T015.1 (Notify SPID Status) and the associated Read using Data Transaction T005.2 (Notify Meter Read (LP)).

#### **Steps e and f: Confirmation Notice and SPID Data Notifications [T008.1, T008.2]**

Within 1 Business Day of the Temporary Transfer Date, the CMA will provide Scottish Water (if the change of status is to Temporary Transfer) and the Incoming Licensed Provider (if the change of status is from Temporary Transfer to Reconnected) with a Confirmation Notice, using Data Transaction T008.2 (Notify RSD (SW)), or a T008.1 (Notify RSD (Incoming LP)), respectively.

At the same time, the CMA will confirm the SPID Data as held in the Central Systems to Scottish Water, or the Incoming Licensed Provider, as applicable. The relevant Data Transactions for these purposes are as follows:

- T019.0 (Notify all WS SPID Data) - sent for Water Services SPIDs only.
- T020.0 (Notify all SS SPID Data) - sent for Sewerage Services SPIDs only.
- T004.1 (Notify Meter Details) - repeated if multiple meters exist.

The following Transactions will be sent if that SPID Data is relevant to the Supply Point:

- T036.1 (Notify Meter Network Association) - sent for SPIDs with meter network arrangements.
- T029.0 (Notify SPID Special Arrangements) – sent for SPIDs with special arrangements (see CSD0301 (Data Transaction Catalogue) for details of the type of arrangements included in that Data Transaction.
- T033.1 (Notify Metered Building Water) – Sent to indicate SPIDs Metered Building Water status.
- Trade Effluent Services - in the event that any SPID Data relating to Trade Effluent Services is applicable at the Supply Point, this will be notified in accordance with CSD0206 Trade Effluent Services.

#### **Step g: No Transfers allowed during the period of Temporary Transfer**

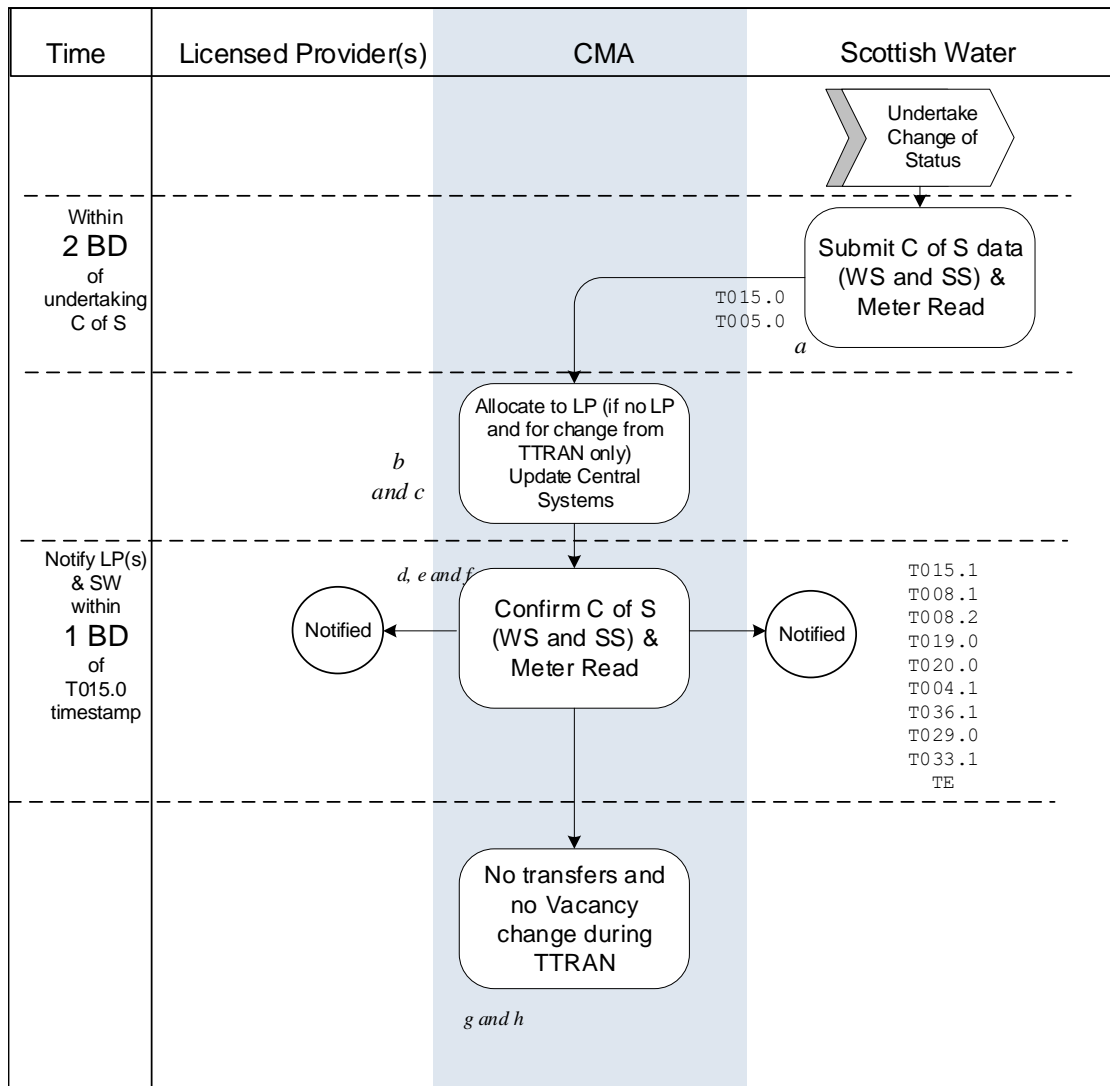
The CMA will reject Transfers Registration Applications at the Supply Point while it is Temporarily Disconnected or while it is Temporarily Transferred. The CMA will no longer reject Transfer Registration Applications at the Supply Point from the date of the reconnection.

#### **Step h: No Change to Vacancy allowed during the period of Temporary Transfer**

The CMA will reject changes to the Vacancy status at the Supply Point while it is Temporarily Transferred. The CMA will no longer reject changes to the Vacancy status at the Supply Point from the date of the reconnection.



### 4.3 Process Diagram



#### 4.4 Interface and Timetable Requirements

step ID	Action/ Decision	Process Step	From	To	Time parameter	Comments	Market Code Ref	Clause	Data Transaction ID
a	S	Notify CMA of Change of Status & Meter Read	SW	CMA	Within 2BD of Change of Status	T005.0 with Read Type of T or S. No T005.0 is required, if the WS SPID has a Pseudo Meter.	5.19		T015.0 T005.0
b	S	Allocation to LP	CMA	internal	Within 1 BD of Step a	Only required for change from Temporary Transfer, if no LP has been identified in the T015.0	5.19	-	
c	S	Update Central Systems.	CMA	internal			5.19		
d	S	Notify Change of Status to SW/LP(s)	CMA	SW/LP	Within 1BD of Step a	If T015.0 accepted at step a, notify SW/LP.	5.19		T015.0 T005.2
e & f	S	Confirm change to/from Temporary Transfer	CMA	SW/LP(s)	Within 1BD of Step a		5.19		T008.1/2 T019.0 T020.0 T004.1 T036.1 T029.0 T033.1 TE
g & h	S	No transfers and no vacancy change	CMA	Internal	During Temp Transfer	-	5.19	-	

## 5. Pseudo Water Services Supply Points

### 5.1 Establishing a Pseudo Water Services Supply Point

In order to manage Pseudo Meter information at a Sewerage Services only Supply Point, it will be necessary to establish a Pseudo Water Services Supply Point, until such time (if ever) as chargeable Water Services are established. The process for this is given below.

A Pseudo Water Supply Point should also be established by Scottish Water where Sewerage Services only are provided, and a Private Meter is to be registered for either sewerage or Trade Effluent purposes. In this case, the Pseudo Water Supply Point should be established as described in CSD0101 and should be associated with the relevant Sewerage Services Supply Point.

#### 5.1.1 Process Steps for Establishing a Pseudo Water Services Supply Point

##### **Step a: Request new Pseudo Water Services SPID**

Scottish Water shall issue a request for a new Supply Point using Data Transaction T001.0 (Request New SPID). The T001 request will include the following information:

- I. As the application relates to Pseudo Water Services at a Supply Point which previously only received Sewerage Services, the T001.0 will include only the additional Water Services Service Category. Scottish Water shall also notify the CMA of the relevant Licensed Provider in the T001. In addition, the Supply Point for the existing Sewerage Services shall be included in the T001.0 to ensure that the additional Services are associated.
- II. The Supply Point address, which shall be the same as that held for the Sewerage Services Supply Point (other than the Free Descriptor, see V below); and.
- III. Scottish Water shall also provide a connection reference; and
- IV. The Connection Type shall be "CU", and
- V. Free Descriptor shall include a reference to a Pseudo Water Services Supply Point namely "PSEUDO WS SPID". This will ensure that the Licensed Provider can readily identify a Pseudo Water Services Supply Point.

##### **Step c: Notify new SPID [T002.0 and T002.1]**

Within 1 Business Day of receipt of the information at step b above, the CMA will create the new Pseudo Water Services Supply Point. The CMA will then send notification of the Supply Point to Scottish Water, using Data Transaction T002.1 (Notify New SPID (SW)), and the relevant Licensed Provider using Data Transaction T002.0 (Notify New SPID (LP)):

- In the case of a Licensed Provider, this notification will constitute a request to submit a T003.0, or a T009.2 (Reject New SPID) (see Step d below), and a T006.0 (Submit WS SPID Data) (see step e below). The Licensed Provider will be aware that a Pseudo Water Services Supply Point is involved from the Free Descriptor field in the T002.1, which will note 'PSEUDO WS SPID'.
- In the case of Scottish Water, this notification will constitute a request to submit the supporting information for the Supply Point for which they are the Data Owner

#### **Step d: Submit Partial Registration Application [T003.0] or Error Notification [T009.2]**

Where the Licensed Provider is involved in the New Supply Point it will submit a Partial Registration Application using Data Transaction T003.0 (Partial Registration Application) within 2 Business Days of the issue of the T002.0 (Notify New SPID (LP)) by the CMA. The CMA processes T003.0 and, if accepted, updates Central Systems.

Whilst a Licensed Provider may submit a T009.2 (Reject New SPID) to declare they are not involved in the process, it is not anticipated that they would do so, as the preceding steps anticipate liaison to avoid this situation.

#### **Step e: Scottish Water and LP updates to WS SPID Data**

##### **Step e1: Licensed Provider updates [T006.0]**

Within 2 Business Days of receiving confirmation from the CMA that the T003.0 (Partial Registration Application) was accepted, the Licensed Provider shall notify the SPID Data for the Pseudo Water Services Supply Point using the Data Transaction T006.0 (Submit WS SPID Data):

- The Licensed Provider will be aware that a Pseudo Water Services Supply Point is involved from the Free Descriptor field in the T002.1 (Notify New SPID (SW) which will note 'PSEUDO WS SPID'.
- The values for the Customer Classification and SIC Code shall be the same as held on the associated Sewerage Services Supply Point so that the information is aligned.
- For the avoidance of doubt, in the absence of such notification, the Water Services Supply Point will hold N/A for Customer Classification; and a null value for SIC Code as the CMA does not use Data from Sewerage Services Supply Points to update Water Services Supply Points. It is therefore recommended that the Licensed Provider submits the T006.0 (Submit WS SPID Data) immediately following confirmation of a successful T003.0 (Partial Registration Application) from the CMA.

In the event that Scottish Water complete the Connection prior to the Licensed Provider sending a T006.0 (Submit WS SPID Data) update, the Data Items (SIC Code/ Customer Classification) should be sent using the Data Transaction T012.1 (Submit Chargeable SPID Data). In this

case, the effective date in the T012.1 should be the last effective from date held in the Central Systems (which can be seen in the LVI).

The Licensed Provider shall not send Data Transaction T004.2 (Submit Meter YVE Details) as the YVE applicable to the Supply Point will be notified by Scottish Water in the T004.3 (Request Pseudo Meter) at step f below. If the Licensed Provider does send a T004.2, CMA will reject it.

### **Step e2: Scottish Water updates**

Within 10 Business Days of receiving the T002.0 (Notify New SPID (LP)), Scottish Water will update the CMA with the requisite SPID Data, as set out below:

#### **Notify discount for Pseudo Water Services Supply Point [T029.1]**

It is necessary to set a discount at the Pseudo Water Services. Scottish Water shall notify a discount at the Pseudo Water Services Supply Point using the T029.1 (Submit SPID Special Arrangements) using:

- i. the D2003 Data Item within the Data Transaction T029.1; and
- ii. the value shall be 100% only to discount any Water Services charges for the Pseudo Water Services Supply Point; and
- iii. the effective date shall be the date from which Re-assessed Charges are to apply, unless the charges are to apply from a date prior to the creation of the Pseudo Water Services Supply Point. In these circumstances, Scottish Water will be unable to notify a retrospective effective date using the T029.1 and it will be necessary for the CMA to retrospectively enter this into the Central System. Where Scottish Water is required to back-date the application of Re-assessed Charges for a Sewerage Services only Supply Point. Scottish Water:
  - Shall send the T029.1 notifying the 100% discount using the current date; and
  - Shall send the CMA a retrospective amendment request to backdate the 100% discount to the date of application of Re-assessed charges.
  - Shall wait until the CMA has completed the request before proceeding to notify the Connection of any Pseudo Water Services Supply Point (see step I below).

For example, to set Re-assessed Charges back to April 1st 2009, Scottish Water should contact the CMA to request that the D2003 discount at the Pseudo Water Services Supply Point is retrospectively updated. It is anticipated such requests will be on an ad hoc basis when the circumstance arises, and that the CMA will implement the request as a Retrospective Amendment under CSD0105 (Error rectification and Retrospective Amendments).

Scottish Water shall ensure that other special arrangements for the Pseudo Water Services Supply Point are commensurate with Re-assessed Charges, that is Large User Volume Agreement and 29e arrangements shall not be notified.

#### **Service Elements [T006.2]**

No Service Elements other than water supply shall be applied to the Pseudo Water Services Supply Point, and consequently a T006.2 (Submit WS Service Elements) should not be sent.

#### **Unmeasurable [T016.0]**

For the avoidance of doubt, the D2024 Unmeasurable Indicator shall not be notified for the Pseudo Water Services Supply Point, unless the Transaction T004.3 (Request Pseudo Meter) notifying the Pseudo Meter below is rejected, for example if the process steps are not followed sequentially. If this occurs, it will be necessary to notify a change to the Unmeasurable status from True to False using the Data Transaction T016.0 (Update SPID Unmeasurable Status). The effective date notified in the T016.0 shall be the same data as the Connection Date notified in the T007.0 (Submit Connection Complete (WS)) Data Transaction below.

#### **Step f: Pseudo Meter Information [T004.3, T005.0 (T027.0)]**

Pseudo Meter information will be updated using Data Transaction T004.3 (Request Pseudo Meter), as follows

- a. the Meter ID format must conform to the following configuration 06PSEUDOYYnnnnnn; where YY indicates the calendar year and nnnnnn denotes the unique numeric identifier for the Pseudo Meter.
- b. the Meter Read Frequency: must only be value 'N', any other value will be rejected
- c. the YVE notified to the Pseudo Water Services Supply Point will equate to the relevant Assigned Annual Water Volume having factored the Non Return to Sewer Allowance that was confirmed.
- d. the relevant Non Return to Sewer Allowance.
- e. the Chargeable Meter Size and Sewerage Chargeable Meter Size shall be notified as 20mm only, any other value will be rejected.
- f. the Free Descriptor shall include reference to the fact that Pseudo Meter arrangements apply, namely "PSEUDO METER".

Scottish Water will also provide the CMA with an Initial Read for the Pseudo Meter using Data Transaction T005.0 (Submit Meter Read (SW)), which shall

- a. be provided in a T005.0 sent within 2 Business Days of the T004.3 above; and

- b. have a Reading Date no later than the Connection Date to be notified in the T007.0 (Submit Connection Complete (WS)) at step i below, i.e. the date from which Re-assessed Charges are to apply; and
- c. notify no other read value than zero.

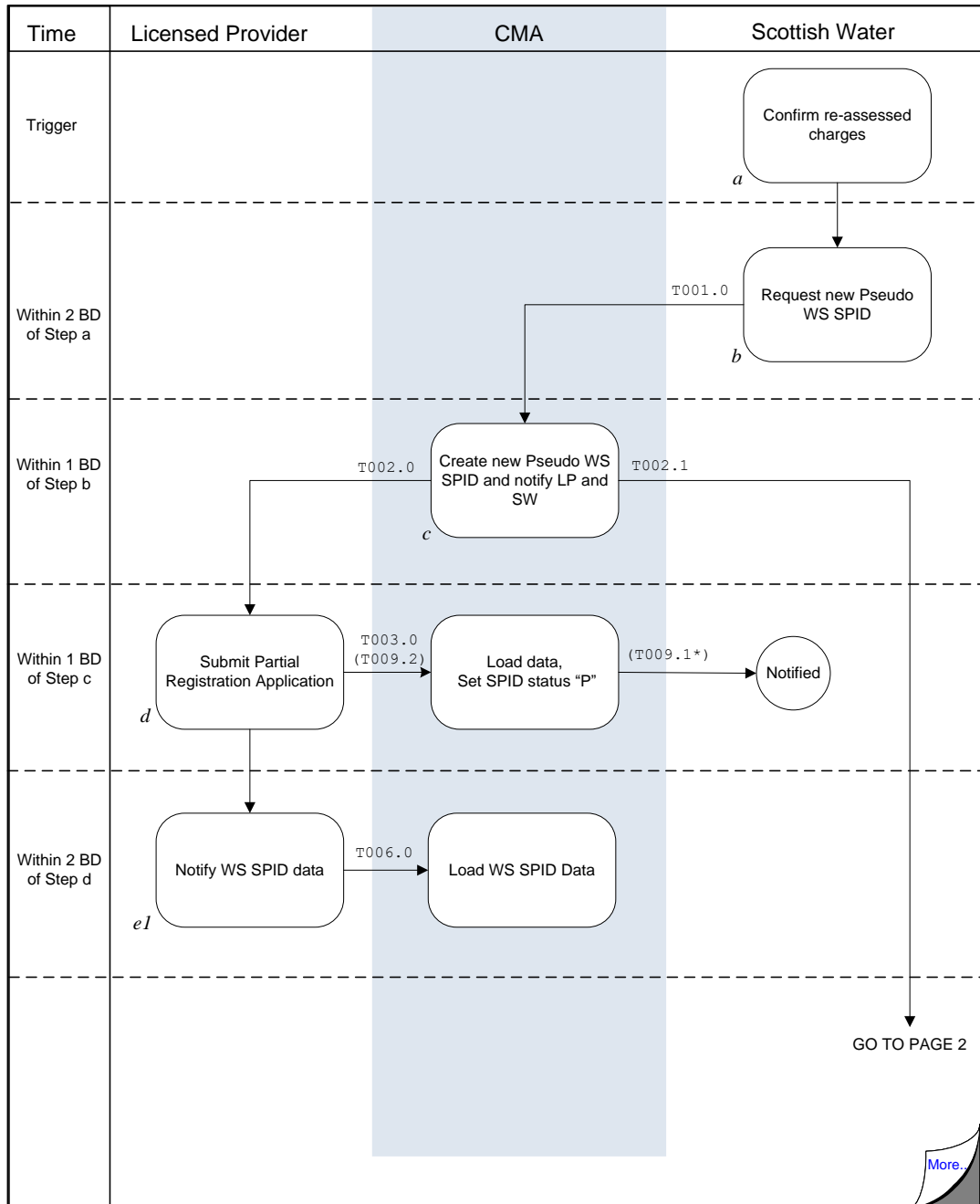
#### **Step i: Scottish Water notifies Connection Date to CMA (T007.0)**

Scottish Water shall only issue Data Transaction T007.0 (Submit Connection Complete (WS)), after the T004.3 (Request Pseudo Meter) and T005.0 have been accepted and where any CMA action under CSD0105 in respect of the retrospective update to the D2003 discount has been completed. The Data Item D2013 Connection Date in the T007.0 shall be the date from which Re-assessed Charges are to be applied. Scottish Water is reminded of the requirements of Step f2 above, such that the Initial Read date shall not post-date the Connection Date.

#### **Step j: CMA notifies WS Licensed Provider [T007.2]**

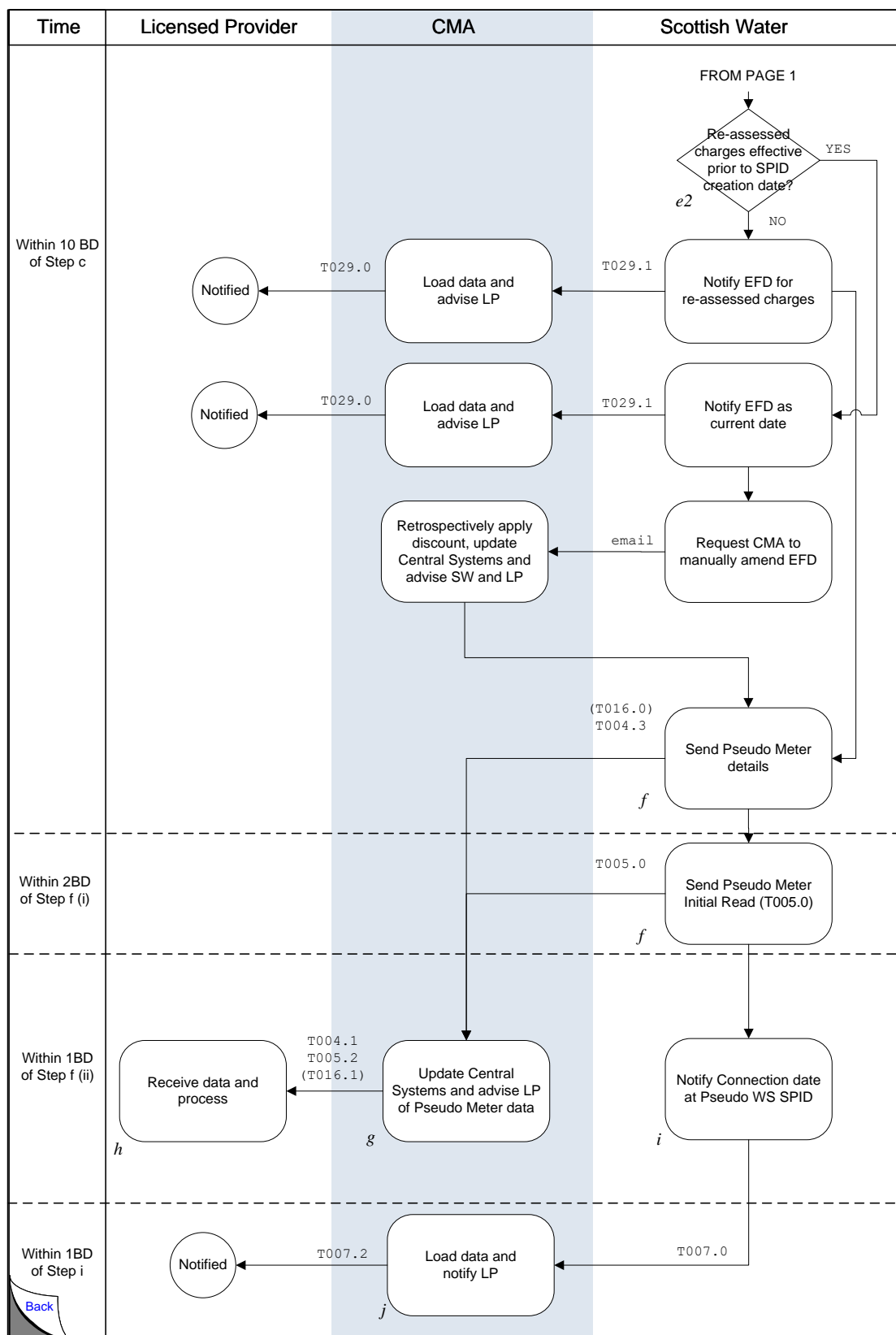
Within 1 Business Day of accepting the T007.0 (Submit Connection Complete (WS)), the CMA shall notify the Licensed Provider Registered to the Pseudo Water Services Supply Point of the Connection Date, using Data Transaction T007.2 (Notify Connection Complete).

## 5.1.2 Process Diagram for Establishing a Pseudo Water Services Supply Point



\* Triggered by receipt of T009.2 from LP





### 5.1.3 Establishing a Pseudo Water Services Supply Point

step ID	Action/ Decision	Process Step	From	To	Time parameter	Comments	Market Code Ref	indicative Data Txn ID
a	D	Successful reassessment request	SW	internal		Operational Code	-	-
b	S	Request new Pseudo WS SPID	SW	CMA	within 2 BD of step a	SW shall only request additional WS SPID and shall reference existing SS SPID. SW shall use the same SPID address as at the SS SPID except for Free descriptor, see below The LP nominated in the T001.0 shall be the same as the LP registered to the SS SPID. D2023 New Connection type shall be CU. D5001 Free Descriptor shall include <u>the information 'PSEUDO WS SPID'</u> to denote that the WS SPID is a Pseudo SPID for SS only Re-assessed volume. <u>This will enable the LP to identify this from the T002.0 sent by the CMA at step c below</u>	5.16.2	T001.0
c	S	Process T001.0 and notify SW and LP	CMA	SW & WS LP	Within 1 BD of step b			T002.0, T002.1
d	S	Submit Partial Registration Application	LP	CMA	Within 2 BD of step c	The LP Registered to the SS SPID shall Register the Pseudo WS SPID		T003.0
e1 & e2	S	Notify WS SPID Data	LP/SW	CMA	Within 2 BD of step c	<b>LP</b> <ul style="list-style-type: none"> <li>D2011 Rateable Value, D2005 Customer Classification and D2008 SIC Code should be sent for the Pseudo WS SPID, using the values as held at the SS SPID.</li> <li>Refer to Section 7.2.1 if T006.0 not sent before SW notifies Connection.</li> </ul> <b>SW</b> <ul style="list-style-type: none"> <li>D2003 discount 100% should be notified using a T029.1 UNLESS the Re-assessed Charges for the SS only SPID are to be effective prior to</li> </ul>		T006.0

step ID	Action/ Decision	Process Step	From	To	Time parameter	Comments	Market Code Ref	indicative Data Txn ID
						<p>the creation date of the Pseudo WS SPID, in which case SW should contact the CMA to request a retrospective update to the D2003.</p> <ul style="list-style-type: none"> <li>• T006.2 not required (as Service Elements other than a water supply are not applicable at the Pseudo WS SPID)</li> <li>• D2024 Unmeasurable Indicator should not be notified for the Pseudo WS SPID.</li> </ul>		
f	S	Send Pseudo Meter data & Initial Read	SW	CMA	T004.3 - following step b above and within 2 BDs of step a T005.0 – within 2 BDs of T004.3 above	<p>Ensure that the Pseudo Meter information complies with the requirements in CSD0104 and is sent using the Pseudo WS SPID.</p> <ul style="list-style-type: none"> <li>• YVE sent to Pseudo WS SPID shall factor in the Non return to Sewer Allowance to be applied to the assigned volume</li> </ul> <p>Ensure that Meter Read Type is Initial (I) in order to activate the Pseudo Meter information.</p>		T004.3 T005.0
g	S	Update Central Systems & notify LP of updated Pseudo Meter data	CMA	LPs	Within 1 BD of step c	Also advise SS LP of Pseudo Meter information & Initial Read		T004.1 T005.2
h	A	LPs update their processes to note Pseudo WS SPID and ensure Meter Reads submitted by an LP, are not sent to the CMA and take due note of the YVE to be applied.	LPs	Internal	Following step g	<p>The D5001 in the T002.0 sent at step c shall indicate that it is a Pseudo WS SPID in the Free Descriptor field D3011 Meter Read Frequency N shall be the primary indicator that a Pseudo Meter is in place. Other factors are:</p> <ul style="list-style-type: none"> <li>• D5001 Free Descriptor information highlights that Pseudo Meter arrangements apply;</li> <li>• The absence of address details for the meter in the T004.1</li> </ul>	-	-

step ID	Action/ Decision	Process Step	From	To	Time parameter	Comments	Market Code Ref	indicative Data Txn ID
i	S	Notify Connection Date at Pseudo WS SPID	SW	CMA	Following Step g1, where T009.1 value is OK	Conn Date shall be the date the Re-assessed volume is to be effective.		T007.0
j	S	CMA processes T007.0 and notifies LPs	CMA	LPs	Within 1 BD of Step i	CMA commences charges for Pseudo Meter from Connection Date. Note: Schedule 3 discount of 100% will nullify any charges at Pseudo WS SPID.		T007.2

## 5.2 Establishing a Water Supply at a Pseudo Water Services Supply Point

### 5.2.1 Process Steps for Establishing a Water Supply at Premises with a Pseudo Water Supply Point.

#### **Step a: Water supply provided at a Pseudo Water Services Supply Point**

Within 5 Business Days, for activities undertaken by Scottish Water and 8 Business Days for activities undertaken by an Accredited Entity, of providing a water supply at a Pseudo Water Services Supply Point, Scottish Water shall notify the CMA of the change to the Pseudo Water Services Supply Point as set out below.

#### **Step b: Scottish Water revise discount for water volume [T029.1]:**

Scottish Water shall notify a change to the 100% discount using the data transaction T029.1 (Submit SPID Special Arrangements) and updating Data Item D2003 to a value of 0%. The effective date for this change should be the date from which the water supply was provided and therefore Re-assessed Charges should apply for the water volume.

The modification of the Data Item D2003 to a value of 0% means that the Pseudo Water Services Supply Point is to become a Water Service Supply Point.

#### **Step c: CMA notifies Licensed Provider [T029.0]:**

The CMA will notify the Licensed Provider using the T029.0 (Notify SPID Special Arrangements) within 1 Business Day of accepting the T029.1.

#### **Step d: Scottish Water updates SPID Address Free Descriptor details [T012.0]**

Within 2 Business Days of SW sending notification in the T029.1 (at Step b above) of the modification to a 0% discount in the revised Data Item D2003, Scottish Water shall send Data Transaction T012.0 (Submit SPID Data) to update the SPID Address to amend the reference to a PSEUDO WATER SPID in the D5001 Free Descriptor field. The information notified shall include all relevant address information as applicable to the Supply Point and the D5001 information shall note 'CONVERTED PSEUDO WS SPID'

Licensed providers should note that the discount will not be applied to the Water Services Supply Point with effect from the date notified in the T029.0 above.

#### **Step e: Close superseded Pseudo Meter [T005.0]**

Scottish Water shall close the Pseudo Meter to be replaced in accordance with the process given in CSD0104 Part 2.

**If Pseudo Meter details are to be updated at the Water Services Supply Point:**

**Step f: Revised Assigned Annual Volume(s) confirmed by Scottish Water**

Where Scottish Water confirms a revised Assigned Annual Water Volume, the Assigned Annual Foul Sewerage Volume, or both at the same time as it provides a water supply, the process set out in CSD0104 Part 2 for the addition of a Pseudo Meter shall be used.

**If a meter is installed at the Supply Point:**

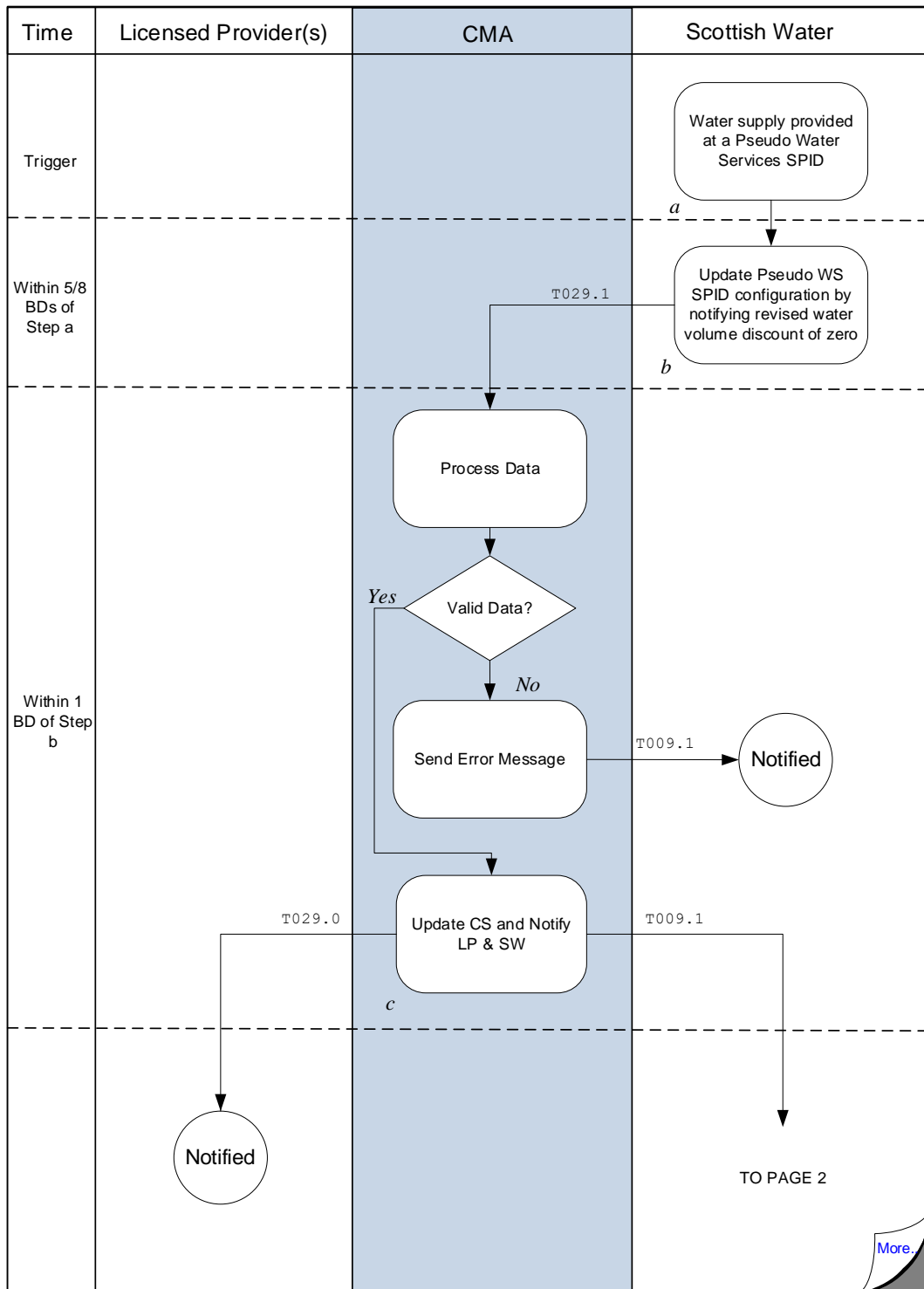
**Step g: Update physical Meter Data**

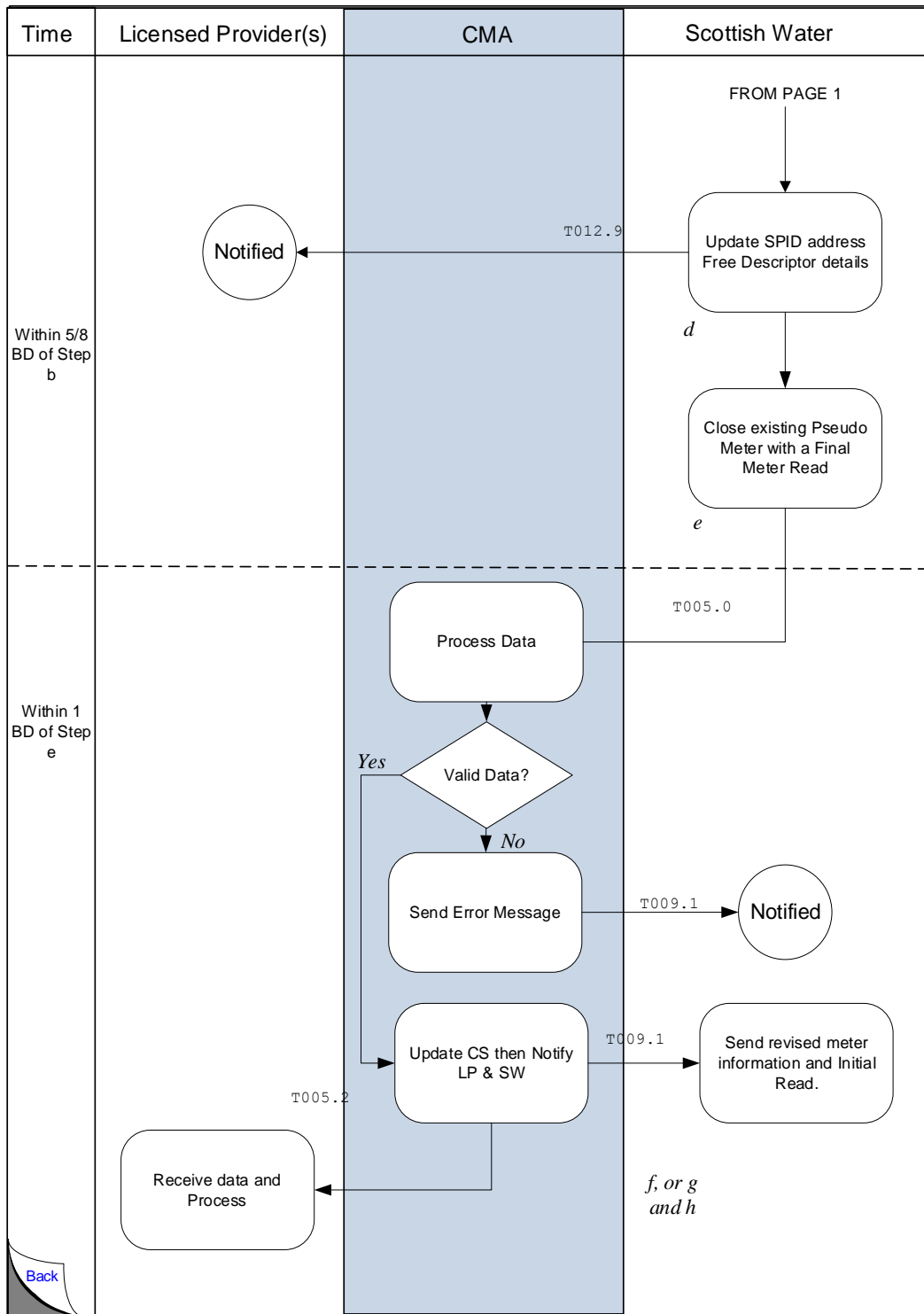
The process described in CSD0104 Part 2 for the addition of a physical meter should be followed.

**Step h: Licensed Provider actions**

The Licensed Providers will note that the replacement meter is a physical meter as the Meter Read Frequency will be Bi-annual or Monthly and an Initial Read has been notified in respect of the replacement physical meter. Accordingly, the Licensed Provider shall provide Meter Reads as required. The Licensed Provider may wish to update the CMA with a YVE for the replacement meter using data Transaction T004.2 (Submit Meter YVE Details).

## 5.2.2 Process Diagram for Water Supply at a Pseudo WS Supply Point







### 5.2.3 Water Supply Provided at a Pseudo WS Supply Point

step ID		Process Step	From	To	Time parameter	Comments	Market Code Ref	Data Txn ID
a		Water supply provided	SW	internal		Pursuant to the Operational Code		N/A
b		Scottish Water updates Pseudo WS SPID configuration by notifying revised D2003 discount details	SW	CMA	Within 5/8 BDs of step a	Data Item D2003 value should be set to 0% with an effective date equivalent to the date from which the discount is to be dis-applied.	5.16.5	
c		Process T029.1 & notify SW and LPs	CMA	SW LPs	Within 1 BD of step b	If T029.1 invalid send error to SW using existing processing. Modification of the D2003 discount from 100% to 0% means that there is no discount in place as a water supply has been provided LP should note that receipt of the T029.0 is a trigger for step g below.		T009.1 T029.0

step ID		Process Step	From	To	Time parameter	Comments	Market Code Ref	Data Txn ID
d	S	Scottish Water updates SPID Address Free Descriptor to 'Converted Pseudo WS SPID' and CMA updates Central Systems	SW	CMA	Within 2 BDs of step c	Receipt of T029.0 at step c above modifying the D2003 discount from 100% to 0%, means a water supply has been provided and the Pseudo WS SPID is now converted to a WS SPID.  The Free Descriptor must be revised to amend the previous reference to the WS SPID being a Pseudo WS SPID.		T012.0
e	S	Close-down existing Pseudo Meter information by notifying an F Read	SW	CMA	Within 5/8 BDs of step a	Send F Read using Pseudo WS SPID  The Read Date shall be the day that the previous Re-assessed Charges are to cease.		T005.0
		Process T005.0 & notify SW and LPs	CMA	SW and LPs	Within 1 BD of step e	If invalid send error using existing processing.  CMA will discontinue the Pseudo Meter but will not use the F Read value in volumetric calculations		T009.1 T005.2
f		Establish revised metering	SW	CMA	As per CSD0104 Part 2	Revised metering will involve either a new Pseudo Meter, or a physical meter.		

## 6. Changes to Supply Point Data

### 6.1 Process for Declaring a Supply Point to be Unmeasurable, or Measurable.

#### **Step a Update CMA with Change of Unmeasurable Status.**

Scottish Water shall notify the CMA of the following changes:

- i. That a Water Services Supply Point is Unmeasurable, using Data Transaction T016.0 (Update SPID Unmeasurable Status). Where there is an associated Sewerage Services Supply Point, that Supply Point shall be deemed similarly Unmeasurable.
- ii. That a Sewerage Services only Supply Point is Unmeasurable, using Data Transaction T016.0 (Update SPID Unmeasurable Status).
- iii. In the event that the Supply Point is Metered at a later date, for example if the circumstances at the Supply Point change and meter installation is feasible, Scottish Water shall within 5 Business Days, for activities undertaken by Scottish Water and 8 Business Days for activities undertaken by an Accredited Entity, of the meter installation, notify the CMA that the SPID has become measurable using Data Transaction T016.0 (Update SPID Unmeasurable Status), followed by the Add Meter process, as described in CSD0104 Part 2.

#### **Step b Update Central Systems [T009.1, T016.1]**

Before updating the Central Systems in respect of unmeasurable status, the CMA will make the usual data checks that data is consistent, for example that the Central Systems do not hold meter information at the Supply Point. In the event that the data is not consistent, the CMA will issue a T009.1 (Notify Error/Acceptance (SW)) to Scottish Water, for example if the Supply Point Status is Disconnected, New or the Supply Point has the Transitional Indicator flag set at the date of the T16.0's Effective From date.

Where the T016.0 (Update SPID Unmeasurable Status) update is accepted, the CMA will notify the Licensed Provider(s) using the Data Transaction T016.1 (Notify SPID Unmeasurable Status).

### 6.2 Process for a Change to Vacancy Status.

For the avoidance of doubt, this process can be used at Water Services Supply Points, Pseudo Water Services Supply Points and Sewage Services Supply Points with no Related Water Services Supply Point, or Pseudo Water Services supply Point.

#### **Step a: Licensed Provider updates Vacant status to CMA [T012.10]**

Where a Licensed Provider becomes aware that any premises have been either unoccupied or are no longer Vacant, it should notify a consequent change to the Vacancy status to the CMA.

In the case of Vacancy, the Licensed Provider should notify the CMA of the Vacancy using Data Transaction T012.10 (Submit SPID Variable Data).

In the case of the Supply Point being reoccupied, the Licensed Provider shall notify the CMA within 2 Business Days of becoming so aware, using the Data Transaction T012.10 (Submit SPID Variable Data).

For re-occupancy after a period of vacancy, the Licensed Provider shall take account of whether the new occupier falls within the same Reassessed charges arrangements in place at the Supply Point as set out in the Wholesale Charges Scheme. Any consequent adjustment to the YVE or the Non Return to Sewer Allowance should be handled in accordance with CSD0104 Part 2 and Scottish Water shall ensure that the effective date of the revised Pseudo Meter information would equate to the date the application under the Wholesale Charges Scheme was made.

Where the Supply Point has a Related Water Supply Point, the change of vacancy status notified at the Water Services Supply Point will also be used for the associated Sewerage Services Supply Point.

Where a Sewerage Services Supply Point has a Related Water Supply Meter and a change of vacancy status is notified in error at the Sewerage Services Supply Point, the CMA will issue a Data Transaction T009.0 (Notify Error/Acceptance (LP)) displaying a message that indicates the Supply Point is a Sewerage Services Supply Point that has a Water Services Supply Point.

#### **Step b: CMA Updates the Central Systems [T009.0]**

CMA will process the T012.10 (Submit SPID Variable Data) and confirm acceptance or rejection using a T009.0 (Notify Error/Acceptance (LP)).

If the T012.10 is accepted, CMA will update the Central Systems accordingly and cease or reapply charges as relevant.

### **Step c: CMA Notifications [T012.2]**

Within 1 Business Day of acceptance of a T012.10 (Submit SPID Variable Data) pertaining to the Vacancy at a Supply Point, the CMA will notify Scottish Water and the Sewerage Services Supply Point Licensed Provider (if different to the Water Supply Point Licensed Provider) for any associated Sewerage Services Supply Point of that vacancy status, using Data Transaction T012.2 (Notify Vacancy Update).

## **6.3 Process for a Change to a Customer Name.**

### **Step a: Licensed Provider Updates Customer Name [T032.0]**

The Water Supply Point Licensed Provider will notify the CMA of a change to a Customer Name (and/or Customer Name Type) at a Supply Point that is not Rejected, Deregistered or Permanently Disconnected, no later than 2 Business Days of the new Customer Name (or Customer Name Type) being notified to them, using Data Transaction T032.0 (Submit Customer Name).

The Sewerage Services Supply Point Licensed Provider, where there is no associated Water Supply Point, will notify the CMA of a change to a Customer Name (and/or Customer Name Type) at a Supply Point that is not Rejected, Deregistered or Permanently Disconnected, no later than 2 Business Days of the new Customer Name (or Customer Name Type) being notified to them, using Data Transaction T032.0 (Submit Customer Name).

Where the Supply Point has a Related Water Supply Point, the Customer Name notified at the Water Services Supply Point will also be used for the associated Sewerage Services Supply Point.

Where a Sewerage Services Supply Point has a Related Water Supply Meter and change of a Customer Name is notified in error at the Sewerage Services Supply Point, the CMA will issue a Data Transaction T009.0 Notify Error/Acceptance (LP) displaying a message that indicates the Supply Point is a Sewerage Services Supply Point that has a Water Services Supply Point.

Where a Water Services Supply Point is associated with an existing Sewerage Services Supply Point the Customer Name from the Sewerage Services Supply Point will be applied at the point of association.

If a Supply point becomes Vacant the Customer Name should be updated by the Water Supply Point Licensed Provider (except in the case of a Supply Point where there is no associated Water Supply Point where the update should be undertaken by the Sewerage Supply Point LP).

In the event that the Supply Point is re-occupied the Customer Name should be updated no later than 2 Business Days of the new Customer Name (including new Customer Name Type) being notified to them using Data Transaction T032.0 (Submit Customer Name).

Customer Name Type should be one of “Customer” or “Developer”<sup>2</sup>. The Customer Name must start with a letter or a number and must be a minimum of one character and cannot contain any control characters e.g. carriage returns, line feeds etc. The Customer Name that is provided should in all cases be the party contracting with the LP at the Supply Point; i.e. the customer or developer at the Supply Point.

### **Step b: CMA Updates Central Systems**

If the transaction is successful, the CMA will issue a Data Transaction T009.0 (OK). In the event that the data is not complete, consistent, or in a valid format, the CMA will issue a T009.0 Notify Error/Acceptance (LP) to the LP.

The CMA will accept or reject the SPID Data updates within 1 Business Day of receipt of the update.

If the Water Services Supply Point is paired with a Sewerage Services Supply Point and has a different LP, a T032.1 (Notify Customer Name) Data Transaction will be sent using the paired Sewerage Services Supply Point and containing the updated Customer Name, unless both the Customer Name and Customer Name Type in the T032.0 are both identical to existing values.

## **6.4 Process for a Change to SAA Refs or UPRNs.**

### **Step a: Scottish Water updates the SAA Reference Number and/or UPRN data at a SPID [T012.5].**

Where the SAA Reference Number or UPRN references provided at the time of SPID creation have changed or these references change during the SPID lifecycle due to other changes in circumstance (for example, the property has been re-assessed or there has been a change to the configuration of the property) Scottish Water will confirm the change to the CMA by submitting a T012.5 (Submit SAA Reference Number/UPRN) transaction. In submitting any such change, the SAA Reference Number must remain unique to a Supply Point or Supply Point core (although this limitation does not apply to UPRNs). When submitting any change to the SAA Reference Number, Scottish Water shall also submit the SAA Class and SAA Core Description (whether these have changed or not).

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<sup>2</sup> Developer should be submitted where the contracting party is a developer rather than an actual customer.

#### **Step b: CMA Updates Central Systems [T009.0, T009.1]**

Within 1 Business Day of receiving the T012.5 (Submit SAA Reference Number/UPRN) transaction, the CMA will validate the data before processing the update in the Central Systems. In the event that validation fails, the CMA will issue a T009.1 (Notify Error/Acceptance (SW)) to Scottish Water. Following successful validation, a T009.0 Notify Error/Acceptance (LP) OK will be issued to the sender.

Within 1 Business Day of accepting the T012.5 transaction from Scottish Water, the CMA will notify the relevant LP of any changes made, using Data Transactions T012.6 (Notify SAA Reference Number/UPRN).

## **6.5 Process for a Change to Special Arrangements and Exemptions.**

#### **Step a: Update CMA with Change [T029.1, T029.3].**

##### **Termination of a Schedule 3 Agreement**

Within 2 Business Days of the date of the termination of a Schedule 3 Agreement, Scottish Water shall notify the CMA using Data Transaction T029.1 (Submit SPID Special Arrangements) unless the termination of a Schedule 3 Agreement is in relation to Trade Effluent Services only (see CSD 0206 Trade Effluent Processes), in which case the Data Transaction T028.1 (Update TE Schedule 3) should be sent.

##### **29E Arrangements**

Scottish Water shall notify the CMA of any consent granted by the Commission to Scottish Water to depart from the Wholesale Charges Scheme under Section 29E of the 2002 Act in respect of a Supply Point using the Data Transaction T029.1 (Submit SPID Special Arrangements) within 10 Business Days of being informed of the Commission's approval of such arrangements.

Any updates to, or termination of, the 29E details shall be notified by Scottish Water using Data Transaction T029.1 (Submit SPID Special Arrangements) within 10 Business Days of such modification being made to those arrangements.

##### **Maintain Exempt Customer<sup>3</sup> SPID Data**

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<sup>3</sup> The Scottish Government's Water and Sewerage Charges Exemption Scheme

When Scottish Water becomes aware that an exemption should apply to the premises of an Exempt Customer for the Year, or remaining part thereof, it should notify the CMA, within 5 Business Days of becoming aware of such exemption, using the T029.3 data transaction. Any such exemption shall cease to apply at the end of each Year.

When an Exempt Customer either ceases to occupy the premises, or ceases to qualify as an Exempt Customer within the Year, Scottish Water shall ensure that it notifies the revised circumstances to the CMA. Data Transaction T029.3 (Update Premises Special Arrangements) shall be sent by Scottish Water within 5 Business Days of it becoming aware of the change. An update regarding the Exempt Customer will apply to the Water Services and Sewerage Services Supply Points.

### **Step b: CMA Updates Central Systems**

Within 1 Business Day of receipt, the CMA shall either;

- reject that transaction and will notify Scottish Water of that rejection and the reason using the Data Transaction T009.1 (Notify Error/Acceptance (SW)); or
- accept that transaction, by notification to Scottish Water, using Data Transaction T009.1 OK and notify the Licensed Provider(s) for the water Supply Point and for the Sewerage Supply Point (if different) of the details using Data Transaction T029.0 (Notify SPID Special Arrangements), T028.0 (Update TE Schedule 3), or T029.4 (Notify Premises Special Arrangements), as appropriate.

## **6.6 Process for a Change to Service Elements.**

### **Step a Update CMA with Changes to Service Elements [T012.1, T012.3, T012.7]**

A Licensed Provider should use Data Transaction T012.1 (Submit WS SPID Chargeable Data) to provide the CMA with updates to Service Elements, and should send these updates within 2 Business Days of becoming aware of the change.

The relevant data is listed in Section 4.3 of the Data Transaction Catalogue.

Within 2 Business Days of becoming aware of a change in the existence of sewerage service elements on a SPID, Scottish Water shall notify the CMA of the change using Data Transaction T012.3 (Submit Sewerage Service Elements).

Scottish Water should use Data Transaction T012.7 (Submit Live Rateable Value) to provide the CMA with updates to the Live Rateable Value, and should send these updates within 2 Business Days of becoming aware of the change. If the update to sewerage service elements notified by Scottish Water is that property drainage should apply, a value for surface area



must also be provided and property drainage charges will then be calculated for this surface area, unless the value for surface area is zero. If a zero value for surface area is submitted, charges will be calculated on a Live RV basis.

Where Scottish Water is aware of a proposed future change in Live Rateable Value, it should notify the consequent change to the Live Rateable Value up to six calendar months in advance. Only one future-dated T012.7 at a time will be valid for any given SPID; if a second future-dated T012.7 is sent by Scottish Water and validated by the Central Systems it will overwrite the pending future-dated T012.7.

#### **Step b CMA updates Central Systems [T012.4]**

Within 1 Business Day of receiving the T012.1 (Submit Chargeable SPID Data), T012.3 (Submit Sewerage Service Elements), or T012.7 (Submit Live Rateable Value), the CMA will check that the data is consistent before processing the update in the Central Systems. In the event that the data is not consistent, the CMA will issue a T009.0 (Notify Error/Acceptance (LP)) to the Licensed Provider, or a T009.1 (Notify Error/Acceptance (SW)) to Scottish Water, as appropriate. Following successful validation, a T009.0 OK will be returned to the Licensed Provider, or T009.1 OK will be returned to Scottish Water, as appropriate.

Within 1 Business Day of accepting the T012.3 the CMA will notify the Licensed Provider of any changes made, using Data Transaction T012.4 (Notify Sewerage Service Elements),

## **6.7 Process for a Change to Miscellaneous Data**

#### **Step a: Update to Miscellaneous SPID Data [T012.0, T012.10, T033.0]**

Scottish Water is able to update address related SPID Data Items on an ad hoc basis, using Data Transaction T012.0 (Submit SPID Data). The Licensed Provider is able to update certain SPID Data Items that have an associated effective date, using Data Transaction T012.10 (Submit SPID Variable Data).

The relevant data is listed in Section 4.3 of the Data Transaction Catalogue.

Within 2 Business Days of a SPID changing its Metered Building Water status, Scottish Water will provide details using Data Transaction T033.0 (Submit Metered Building Water). In the case of a Sewerage Services SPID with a related Water Supply Meter, the T033.0 submitted in respect of the associated Water Services Supply Point will be applied to the Sewerage Services Supply Point.

**Step b: CMA Updates Central Systems.**

If the transaction is successful, the CMA will issue a Data Transaction T009.0 OK, or T009.1 OK, as appropriate. In the event that the data is not complete or consistent the CMA will issue a T009.0 (Notify Error/Acceptance (LP)), or T009.1 (Notify Error/Acceptance (SW)).

Within 1 Business Day of acceptance of the T033.0 (Submit Metered Building Water), the CMA will load the relevant data to the Central Systems and notify the Licensed Provider(s) using Data Transaction T033.1 (Notify Metered Building Water).

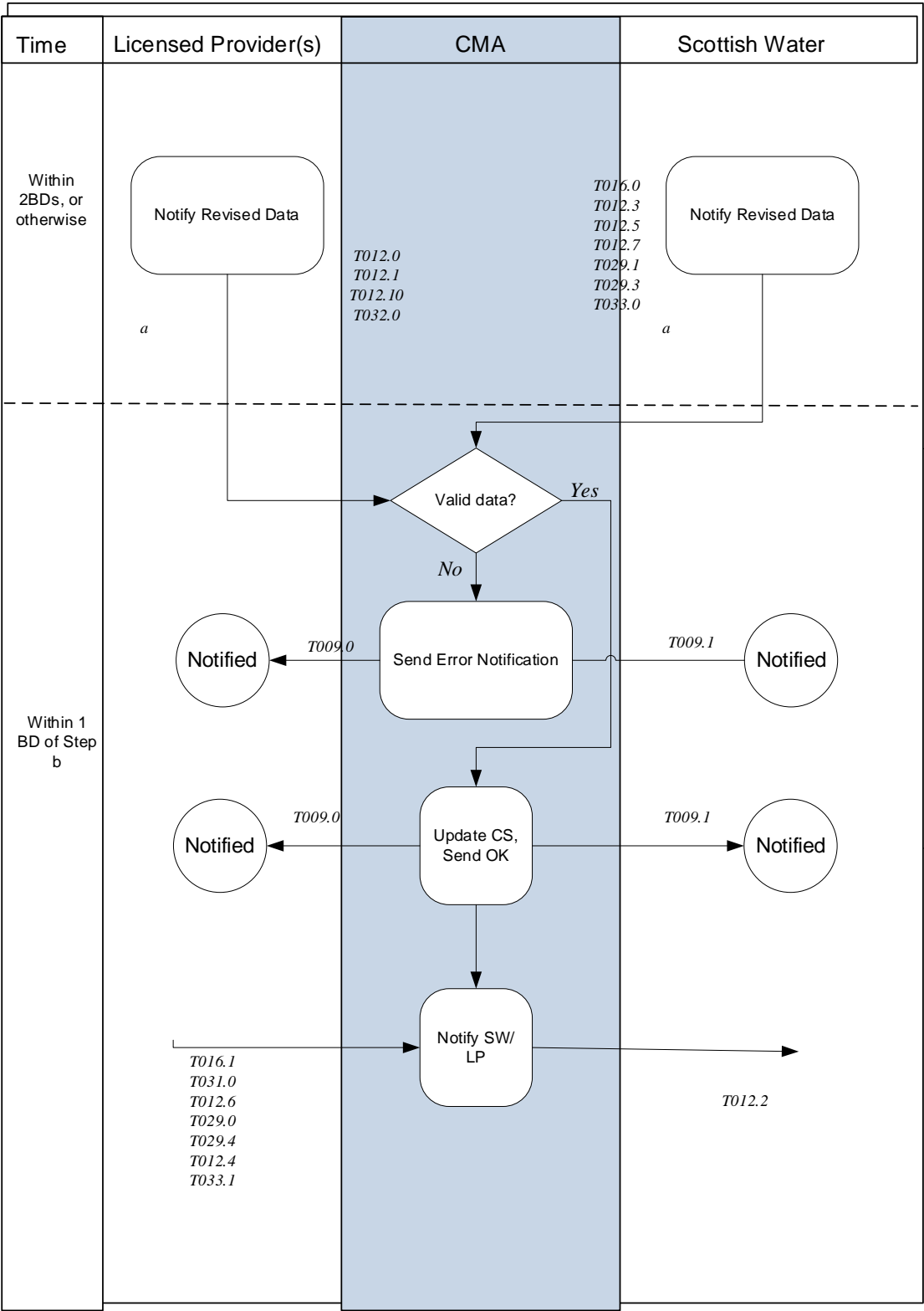
Once a Supply Point has a status of Metered Building Water it cannot revert to a status of Unmeasurable.

**Step c: Notify the Licensed Provider or Scottish Water [T012.9, T012.11].**

Following the successful submission of a T012.0, the SPID Data update will be notified to the Licensed Provider and the Licensed Provider for any associated SPID, if different, using a T012.9 (Notify SPID Data).

Following the successful submission of a T012.10, the variable SPID Data update will be notified to Scottish Water using a T012.11 (Notify Variable SPID Data), excluding any changes to Vacancy (which is notified separately).

6.8 Process Diagram for Data Changes

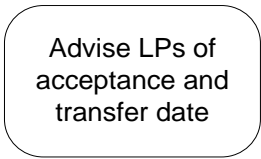
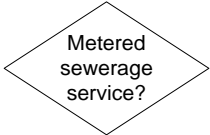
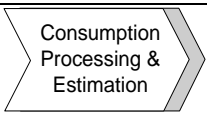


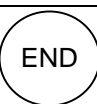
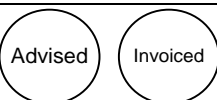


## 6.9 Interface and Timetable requirements

	Process Step	From	To	Time Parameter	Comments	Indicative Data Transaction ID
<b>Update Unmeasurable Status</b>	Set or remove Unmeasurable Status	SW	CMA	For a change to Measurable; within 5/8BDs of meter installation.	See Ops Code	T016.0
	Validate and load	CMA	Internal		If meters exist, or if invalid, send T009.0 error notification.	
	Accept or reject	CMA	Internal			T016.1
<b>Vacant Premises</b>	Notify Vacant/reoccupied	LP	CMA	Within 2 BDs of becoming aware of re-occupation.		T012.10
	Accept or reject	CMA	Internal	1 BD of T012.10	If rejected, send T009.1 error notification	
	Notify vacancy status	CMA	SW	1 BD of T012.10		T012.2
<b>Update Customer Name/Type</b>	Update Customer Name and/or Customer Type	LP	CMA	Within 2 BDs	Customer Name should be updated to 'No Customer', when premises are vacant.	T032.0
	Accept or reject	CMA	internal		If rejected, send T009.0 error notification	
	Notify change of CN/Type	CMA	SS LP		Notification to SS LP, if different to WS LP	T032.1
<b>Update SAA Refs/UPRNs</b>	Update to SAA Ref, SAA Ref Absence Code, UPRN, and/or UPRN Absence Code	SW	CMA			T012.5
	Accept or reject	CMA	internal		If rejected, send T009.1	
	Notify change	CMA	LP	Within 1 BD		T012.6

	Process Step	From	To	Time Parameter	Comments	Indicative Data Transaction ID
<b>Update to Special Arrangements/ Exemptions</b>	Notify update	SW	CMA	Within 2 BDs of a Sch 3 termination. Within 10 BDs for a change to 29E Within 2BDs for a LUVVA termination  Within 5BDs for a change to SGES		T029.1    T029.3
	Accept or reject	CMA	internal		If rejected, send T009.1	
	Notify change	CMA	LP	Within 1 BD		T029.0 T029.4
<b>Service Elements</b>	Update Service Elements	LP/SW	CMA	2 BDs of becoming aware of the revised circumstances	If TE, go to CSD0206 (Trade Effluent Processes).	T012.1 T012.3 T012.7
	Accept or reject	CMA	Internal		If rejected, send T009.0, or T009.1 error notification	
	Notify update	CMA	LP			T012.4
<b>Updates to Miscellaneous SPID Data</b>	Updates to miscellaneous SPID Data	Data Owner	CMA	Within 2 BDs for Metered Building Water.	Includes SPID Address and Metered Building Water	T012.0 T012.10 T033.0
	Accept or reject	CMA	internal		If rejected, send T009.0, or T009.1 error notification	
	Notify LP/SW	CMA	SW	Following a T012.0 Within 1 BD	For WS/SS SPID Data For Metered Building Water	T012.9 T012.11 T033.1

## Appendix 1 – Process Diagram Symbols

Symbol	Name	Details
	Step	An action step. It appears in the “swimlane” of the party responsible for performing the action.
	Decision	A decisive question rather than an action. Followed by Yes or No, or occasionally WS (Water Service) or SS (Sewerage Service) the process splits depending on the answer to the question in the decision diamond.
	To another process	A flow in, or input to, another documented process
	From another process	A flow in, or output from another documented process.
	To and from another process	Used where a process is embedded within another. At this point, go to the embedded process chart before returning to the one in which it is embedded.
	End	Used after a decision diamond, generally to mean “do nothing” as it is the end of the process.
	Advised/Invoiced	Used after a process step to show “passive” action on the part of a data flow receiver e.g. to represent “Advised” or “Invoiced”
<i>g</i>	Step/Decision reference	An alphabetic reference beside each step and decision. This reference appears on the table in each section to facilitate reading the table against the process flowcharts.
T005.2	Transaction reference	Reference to the Data Transaction occurring as an output from the step it appears next to.